

1 to provide a transaction set for that purpose and has  
2 provided it, the specifications that are being used by  
3 another RBOC?

4 A. No, I don't know. I know that BellSouth is in the  
5 process of -- of working jointly with MCI on MCI's  
6 implementation of EDI, and it's entirely possible that  
7 EDI would have presented some requirements based on its  
8 -- its experience.

9 Q. And I guess since you don't know whether the  
10 request has been made you wouldn't know whether  
11 BellSouth has refused to provide that notification back  
12 electronically?

13 A. No, I don't know that. But -- you know -- again,  
14 I can -- I can also say that that type of notification  
15 in the retail world is not provided electronically.

16 Q. And in the retail world -- let me ask in the  
17 retail world if there were jeopardy for a BellSouth  
18 customer, how is that jeopardy communicated back to --  
19 well, first who within the BellSouth organization is  
20 that communicated back to?

21 A. The TRECC, the service representatives in the  
22 TRECC.

23 Q. And it's commun- -- communicated to them  
24 electronically, is that correct?

1 A. I've seen it on a paper report. I mean, I guess  
2 you could call that electronically. It prints out to  
3 them from an engineering report.

4 Q. In a similar situation, though, where the missed  
5 appointment or, excuse me, the jeopardy occurred on a  
6 CLP order, it would first come back electronically or on  
7 a printed report to somebody within BellSouth, and then  
8 would be communicated via the telephone to the CLP, is  
9 that correct?

10 A. Yes.

11 Q. Do you have any knowledge of the timeliness with  
12 which jeopardies are returned to the CLPs?

13 A. I don't.

14 Q. Would that be a better question for Mr. Moore  
15 perhaps?

16 A. Perhaps.

17 Q. One final notification type question.

18 Let's say I am a North Carolina customer, and  
19 let's say I'm enlightened and I've chosen a CLP for my  
20 service and they're reselling me some BellSouth service.  
21 And I call my -- Sprint calls me one night and says  
22 we've got this really good deal on long distance  
23 service, and I say sign me up. And BellSouth at  
24 Sprint's request changes my long distance carrier from

1 MCI to Spring, recognizing that would get me fired if it  
2 ever became public, but assume that happens.

3 How does the fact that that resale customer's  
4 IXC has changed get communicated back to the CLP?

5 A. I believe that the ordering and billing forum  
6 addressed that. There is an electronic system that the  
7 interexchange carriers have used called CARE for  
8 exchanging that kind of information. And if memory  
9 serves me correctly, a couple of years ago the industry  
10 started figuring out how to -- how to bring CLPs into  
11 that process.

12 Q. Do you know whether -- and what you called a CARE  
13 transaction is basically an electronic notification, in  
14 this case, to the CLP that its customer has changed from  
15 one long distance carrier to another?

16 A. Yes.

17 Q. And one reason it might want to know is it's going  
18 to -- somebody is going to pay a charge for making that  
19 payment, and they might want to know that so they could  
20 bill their customer in a timely manner, is that correct?

21 A. Well, I don't know, we're getting -- I mean, I'm  
22 somewhat familiar with CARE, but I -- I can't really  
23 speak to that whole --

24 Q. (Interposing) Let me ask --

1 Q. Is it possible that there is more than one  
2 available NXX to serve that address?

3 A. Yes.

4 Q. Those are not visible through LENS, is that  
5 correct?

6 A. That's right.

7 Q. They are visible through RNS and DOE, is that  
8 correct?

9 A. That's right, they're there. Well, in -- in DOE,  
10 you can see them, and in RNS you can ask for them.

11 Q. All right. Customer doesn't care, wants to select  
12 a random number, which is the default here, one would  
13 click on okay, and then be presented with a list of ten  
14 (10) available numbers, if there are ten (10) available  
15 numbers in that -- or in that end office, is that  
16 correct?

17 A. Yes.

18 Q. And then to select a number my understanding is  
19 you highlight the number, and the first number available  
20 is fine, and you click on an arrow to move it to  
21 selected, is that correct?

22 A. Yes.

23 Q. You then pull the screen down, you click on an  
24 arrow that says "keep", please, and at that point the

1 number has been reserved, I believe you told us for  
2 seven days, is that correct?

3 A. Yes.

4 Q. All right. In RNS, once the address was  
5 validated, isn't it true that a random number was  
6 assigned, and that the customer, if that number turned  
7 out at the end of the ordering process to be  
8 satisfactory to the customer, the representative would  
9 never have to go to a number assignment screen, and  
10 would not have to go through any process to carry that  
11 number for it onto the order?

12 A. Yes, that's true in RNS. That's not true in DOE,  
13 which is the appropriate comparison for a business  
14 customer.

15 Q. The next thing I believe we would normally do  
16 would be to use services and features, is that correct?

17 A. Yes.

18 Q. And you simply click on the the drop down menu  
19 again, click view features and services, click okay --

20 A. (Interposing) Wait!, you go through those steps  
21 because you've chosen to do this in the inquiry mode  
22 which supports doing these things as stand-alone  
23 functions, because sometimes you would do them as  
24 stand-alone, depending on what the customer wanted.

1 same way they moved to a particular interexchange  
2 carrier, they'd type in the first -- they'd begin typing  
3 in the name of the feature they wanted to see, is that  
4 correct?

5 A. Yes, that's true in RNS. Again, that's not true  
6 in DOE.

7 In DOE, they -- representative would go to the  
8 custom calling section, that's by typing in the code for  
9 customer calling and then they would scroll through the  
10 list of features.

11 Q. All right. Now, yesterday when we were looking at  
12 RNS, and we saw call -- I forget whether we were looking  
13 at call waiting or something similar, there was a -- do  
14 you recall a little button out to the side that said  
15 options?

16 A. I don't -- I don't recall it.

17 Q. Well, let's jog your memory.

18 Could you turn to your exhibit GC ten (10)?

19 A. (Witness complies.)

20 Q. And this is the features and services screen from  
21 RNS, is that correct, on your GC ten (10)?

22 A. It -- well, this is -- this is one of them. This  
23 is the one that deals with the basic -- basic calling  
24 plans.

1 Q. If it's in the remark section, though, that is  
2 going to cause some sort of manual processing, is that  
3 correct?

4 A. No, I don't think that's correct. And, again, I  
5 can't say for sure whether there is a field on there. I  
6 just have to go back and look at the form. I just can't  
7 recall.

8 Q. All right.

9 A. Bottom line answer is that you can put a morning  
10 or afternoon appointment on an EDI order.

11 Q. I believe we're finished with the LENS demo, and  
12 and I am not going to ask us to walk through EDI or  
13 TAFI, so at least for me we're finished with the  
14 screens.

15 Ms. Calhoun, if -- and this may go back to a  
16 question I asked earlier and let me ask a little  
17 different way and see if -- if I'm on the same  
18 wavelength. If I want to order nine lines at a  
19 location, is that something that is treated as a complex  
20 order that I have to go through my account team, or is  
21 that treated as a simple order that I can submit through  
22 EDI?

23 A. Nine lines, as I recall, in -- for both BellSouth  
24 retail orders, and for -- for CLP orders is considered a

1 complex order.

2 Q. And there --

3 A. (Interposing) So -- so, I believe you -- you  
4 would go through the account team for that.

5 MR. MELSON: All right. Commissioners, I'm  
6 going to hand out another exhibit.

7 Like to have it marked, if I could, as Calhoun  
8 cross-examination exhibit two -- actually got it typed  
9 wrong on here. It says cross-examination GC 1.

10 CHAIR SANFORD: So marked.

11 GC MCI CROSS EXHIBIT 2

12 (Identified)

13 Q. (MR. MELSON) Ms. Calhoun, this is a document, is  
14 it not, that shows a list of changes that are in the  
15 pipeline for LENS?

16 A. (Looking at exhibit.)

17 I wouldn't characterize that quite that way.  
18 It -- it's a draft of items that are under discussion  
19 for changes in LENS. Some of which are actually what I  
20 would call in the pipeline.

21 Q. And the ones that would be in the pipeline are the  
22 ones that indicate working over in about the fourth  
23 column, would that be correct?

24 A. I'm not the originator of this document, so I -- I



## **ATTACHMENT 13**

**BELLSOUTH**  
**LOCAL EXCHANGE NAVIGATION SYSTEM**

---

LOCAL

EXCHANGE

NAVIGATION

SYSTEM....

( L E N S )

**\*\* USER GUIDE \*\***

Version 2  
June 17, 1997

Due to recently enacted telecommunications legislation, many companies may now offer Local Exchange telephone service to their end user customers. This would normally require the establishment of a physical network to handle switching and routing functions and make available the various features and services required by telecommunications customers.

To solve this problem, Certified Local Exchange Carriers (CLECs) can now purchase these telecommunications products, features and services from existing Local Exchange Carriers such as BellSouth, for resale to their customers.

BellSouth has created the Local Exchange Navigation System (LENS) which provides a simple and economical way for CLECs to process service requests. LENS may be used either to gather specific telecommunications information from BellSouth's existing Data Bases, or to place orders for telecommunications products and services.

*Welcome aboard!* And thank you for selecting BellSouth as your telecommunications service provider of choice!

***Inquiry******Version 2  
June 17, 1997***

**Step 9 -** If you would like to select a special number pattern, perform the following steps after selecting the vanity number option:

First enter the NXX of the appropriate switch (if known) or leave blank,

**Then**

In the LINE section, enter any special numbers or letters you want.

**Note:** To exclude a certain telephone number in the LINE field, enter a “#” in the position(s) you do not want a particular number to appear. Then indicate the number to be excluded in the Number Exclusions field.

**Step 10 -** Click on the OK button.

*LENS will display a maximum of 10 telephone numbers that meet the criteria of the option selected.*

**Step 11 -** Highlight a telephone number(s) in the Available box.

**Step 12 -** Click on the Right Arrow indicator to move the highlighted number(s) to the Selected box. (Click on the Left Arrow indicator if you want to move the number(s) back to the Available box)

**Step 13 -** To view a new list of numbers in the Available box, highlight any you do not want to keep then click on the Replace button. LENS will provide up to 10 additional numbers.

**Step 14 -** Click the Keep button to reserve your selected numbers.

**Hint!** Here you should either print the screen or write down the numbers you have selected. LENS will not retain this information in the Inquiry functionality.

**Note:** Currently only six (6) numbers may be reserved per order. These numbers are reserved for 9 calendar days.

*The system will transfer you back to the Inquiry Menu.*

## **ATTACHMENT 14**



BellSouth Telecommunications, Inc.  
Suite 4423  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

404 827-7140  
Fax 404 529-0340

Joseph M. Baker  
Vice President - Sales  
Interconnection Services

September 2, 1997

Re: Due Dates on LENS Resale Orders

Dear CLEC Customers:

Recently you were provided a table of due date intervals for use in determining due dates for resale orders. For services requiring a premises visit, this information is used in conjunction with the installation calendar available through the inquiry mode of LENS to determine available installation dates that can be offered to customers.

In addition to providing the installation calendar, LENS provides an alternative due date function in the firm order mode. For some types of orders issued through LENS, BellSouth currently is re-evaluating that alternative due date function. CLECs issuing LENS orders for conversions "as specified" and new installations should be aware that the LENS firm order due date function may not always be calculating the correct due date for those order types for some locations. The installation calendar available through the LENS inquiry mode and the firm order due date function for conversion "as is" orders issued through LENS are not affected. Also, orders issued through the industry-recommended Electronic Data Interchange (EDI) ordering interface are not affected.

We will notify you promptly of the results of our evaluation. Meanwhile, if you are placing orders through LENS for conversions "as specified" or for new installations, and the LENS order disagrees with the due date table, please submit the LENS order with the calculated due date, then contact the Local Carrier Service Center (LCSC) for assistance. If you are placing orders through the industry-recommended Electronic Data Interchange (EDI) ordering interface, or are issuing orders for conversion "as is" through LENS, please continue to establish due dates as usual.

Please contact your account manager if you have any questions.

Sincerely,

A handwritten signature in dark ink, appearing to read 'J. M. Baker', written over a circular stamp.

J. M. Baker

## **ATTACHMENT 15**

FLA. BRADBURY

2931

1 you don't need to turn there -- you're discussing a  
2 number of items that BellSouth does not provide in the  
3 preordering mode through LENS.

4 Does the LENS preordering mode provide any  
5 information on whether the customer -- or excuse me --  
6 whether the address that's been validated is an  
7 address that is subject to city and/or county taxes?

8 A No, sir, it does not.

9 Q Do you know whether that same information is  
10 provided to a BellSouth customer service  
11 representative when they place an order using their  
12 systems?

13 A It is available to them when they do an  
14 address validation. There is a tax code that is  
15 returned that indicates what the appropriate taxes for  
16 that address are. That would then flow down through  
17 with the order to the billing system so that the  
18 proper taxes would be applied.

19 MR. NELSON: Thank you. That was all I had.

20 CHAIRMAN JOHNSON: BellSouth?

21 MR. ELLENBERG: Thank you, Chairman Johnson,  
22 Commissioners.

23 CROSS EXAMINATION

24 BY MR. ELLENBERG:

25 Q Mr. Bradbury, I'm William Ellenberg. I'm

FLORIDA PUBLIC SERVICE COMMISSION



## **ATTACHMENT 16**

## FLA - EX. 52 - STACEY DADO

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1 Q Not necessarily.

2 A Okay, I'm not clear.

3 Q Well, let's limit it to OSS. That may be easier.

4 A Okay. For instance, in my direct testimony I  
5 described that we were preparing a measurement for the  
6 response time from the navigator contract to the  
7 pre-ordering systems to how long does it take from the time  
8 you actually request the data until that data is returned  
9 to you. That is a category of an OSS measurement. There  
10 is an existing measurement in place for BellSouth today  
11 from that point. I am putting a similar measurement in  
12 place for LENS users from that point for the existing  
13 pre-ordering system and for EC-Lite users from that same  
14 point so that in the future we will be able to directly  
15 compare that data.

16 Q What other functions are now measured in addition  
17 to the one you mentioned?

18 A The other functions that are now measured are  
19 system capacity limit functions. We look at the capacity  
20 of each of the systems on a regular basis and determine  
21 whether additions to those systems are required.

22 Q Okay. Moving now to the systems that have been  
23 and are being developed for competitive purposes. How  
24 often do you make changes to the LENS system?

25 A We make changes to the LENS system regularly.

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1 Normally, weekly. We will be moving that over time to an  
2 eight-week window of systematic changes, but we are not  
3 there yet in terms of software development.

4 Q Do you have an anticipated date where you would  
5 be changing that?

6 A When we change the process? It's an internal  
7 target. It's not a date, but from the software development  
8 cycle, it appears to me that we will have satisfied enough  
9 of the CLERCs' needs and requests for changes that if our  
10 current experience is true that somewhere between now and  
11 the end of the year we'll be able to move to a more normal  
12 development cycle, which is about eight weeks. But as I  
13 have stated earlier, the changes that occurred are driven  
14 by customer demands; and if a new set of demands comes in  
15 at some point in time, we may have to accelerate that.

16 Q So this is in its development and learning  
17 process and it hasn't yet firmed up to the point where  
18 people have stopped asking for changes?

19 A And probably never will. BellSouth's existing  
20 retail systems that provide similar functions have been in  
21 place, in the case of RNS, one we talked about earlier, has  
22 been in place for five years. They still do changes every  
23 four weeks. It depends on the users of the system and  
24 their desires and needs.

25 Q So if I understand it correctly, right now

130

1 changes perhaps weekly, moving to changes perhaps monthly,  
2 and hopefully by the end of the year, every eight weeks or  
3 two months?

4 A Yes.

5 Q Is the situation similar for EC-Lite and EDI?

6 A The situation is not similar for EC-Lite because  
7 that is a user-driven agreement, so we have a specification  
8 from AT&T; and when we have that specification, we are  
9 building to that specification; and there are negotiated  
10 constraints in there about when changes can be made to the  
11 specification.

12 EDI is very similar in that it was originally  
13 negotiated with AT&T and now has moved to a national  
14 standard, and changes will be made in concert with the  
15 standards body. So in general, changes -- well, EC-Lite is  
16 an unknown. AT&T could come back tomorrow and ask us to  
17 make 20 changes, but the history says that they haven't.  
18 EDI, being a national standard, progresses relatively  
19 slowly, and changes occur in intervals of six months or  
20 longer.

21 Q I think that answered my next couple of questions  
22 about how the changes in the systems were driven. Let's  
23 move to exhibit E. It's the unbundled loops interim  
24 report. Could you explain where the data for this report  
25 comes from?

## **ATTACHMENT 17**

10/15/97

15:07

HOPPING GREEN SAMS SMITH PA → 2026396066

NO. 721

010

FLA - Ex. 53

Ex 53

BellSouth Telecommunications, Inc.  
Docket No. 960786-TL  
Stacy Deposition  
August 14, 1997  
Late Filed Exhibit No. 10  
Page 1 of 1

REQUEST: The CMUC - list of upcoming changes to LENS, priority of changes and expected completion dates if available.

RESPONSE: Please refer to the attached information.

INFORMATION SPONSORED BY:

William N. Stacy  
AVP - Interconnection Operations  
675 West Peachtree St.  
Atlanta, GA 30375

Number	System	Priority	Abstract/Title	State	Owner	Originator	Date Needed
1030	LENS	1_Urgent	Add ability for ordering LNP	open	Hawkins, Stan	Daniels, Cassandra A.	10/15/97
1164	LENS	1_Urgent	LOOP	working	Johnson, Karen D.	Soteropoulos, Jeannette	10/15/97
1166	LENS	1_Urgent	PORT	working	Johnson, Karen D.	Soteropoulos, Jeannette	10/15/97
1167	LENS	1_Urgent	INP - Intern Number Portability	working	Johnson, Karen D.	Daniels, Cassandra A.	10/15/97
1163	LENS	1_Urgent	LNP - Loop with Intern Number Portability	working	Johnson, Karen D.	Soteropoulos, Jeannette	10/15/97
1169	LENS	1_Urgent	LOOP/PORT combination	open	Hawkins, Stan	Soteropoulos, Jeannette	10/15/97
1170	LENS	1_Urgent	Support UNE - LOOP w/interoffice Transport	open	Hawkins, Stan	Soteropoulos, Jeannette	10/15/97
1171	LENS	1_Urgent	Support UNE - LOOP w/interoffice Transport and LNP	open	Hawkins, Stan	Soteropoulos, Jeannette	10/15/97
1172	LENS	1_Urgent	CGI ordering ability	open	Hawkins, Stan	Daniels, Cassandra A.	10/15/97
1192	LENS	1_Urgent	Allow for ordering of DID blocks via LENS	open	Hawkins, Stan	Daniels, Cassandra A.	10/15/97
1187	LENS	1_Urgent	Add ability for assigning TERS	open	Hawkins, Stan	Daniels, Cassandra A.	10/15/97
1188	LENS	1_Urgent	Add ability for ordering svc w/WHL	open	Hawkins, Stan	Daniels, Cassandra A.	10/15/97
1190	LENS	2_High	Modify LENS to provide tag value	open	Hawkins, Stan	Daniels, Cassandra A.	12/15/97
1152	LENS	3_Medium	Color-Coding Fields (Java/MOTIF)	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1194	LENS	1_Urgent	PBX trunks in LENS	open	Hawkins, Stan	Soteropoulos, Jeannette	10/15/97
1230	LENS	2_High	Incorporate password aging to meet our security variance	verify	Johnson, Karen D.	Johnson, Karen D.	12/15/97
1221	LENS	4_Low	Translate LEO Fatal error messages to human-readable messages	open	Hawkins, Stan	Johnson, Karen D.	4/15/98
1274	LENS	2_High	Phase 2 Data Elements (CR0026D)	working	Johnson, Karen D.	Romano, Martha	12/15/97
1279	LENS	2_High	Long Term Enhanced FCC	open	Hawkins, Stan	Romano, Martha	12/15/97
1282	LENS	3_Medium	Separate Test Regions - CLEC Testing	open	Hawkins, Stan	Ford, Randy	2/15/98
1286	LENS	3_Medium	Labs	open	Hawkins, Stan	Soteropoulos, Jeannette	2/15/98
1288	LENS	2_High	Jeopardies	working	Johnson, Karen D.	Soteropoulos, Jeannette	12/15/97
1289	LENS	2_High	LSR Router	working	Johnson, Karen D.	Soteropoulos, Jeannette	12/15/97
1290	LENS	1_Urgent	Regional Testing (Enhanced)	open	Hawkins, Stan	Soteropoulos, Jeannette	10/15/97
1296	LENS	1_Urgent	Regional Testing (Basic - w/o Needed Enhancements)	open	Hawkins, Stan	Soteropoulos, Jeannette	10/15/97
1553	LENS	3_Medium	Add additional logic to calculate additional switches	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1593	LENS	3_Medium	LENS calculate due date differently for Conv as is & Disconnect	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1594	LENS	2_High	Provide ability in LENS to shorten search of IC/Proc/Svc lists	open	Hawkins, Stan	Daniels, Cassandra A.	12/15/97
1597	LENS	3_Medium	LENS to include the section of LSR along with field in error	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1598	LENS	3_Medium	LENS to display english associated with listing types	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1599	LENS	3_Medium	LENS to include update of services offered in April LEO IC	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1600	LENS	3_Medium	Provide ability in LENS to populate the Carrier name	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1601	LENS	2_High	Provide ability in LENS to process Change "C" orders	open	Hawkins, Stan	Daniels, Cassandra A.	12/15/97
1602	LENS	3_Medium	Specify screens in LENS to eliminate need for scrolling	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1603	LENS	3_Medium	Additional Features to be added for Firm Orders	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1604	LENS	2_High	Provide ability in LENS to default service type and state	open	Hawkins, Stan	Daniels, Cassandra A.	12/15/97
1605	LENS	2_High	Provide ability in LENS to populate TE field on Billing screen	open	Hawkins, Stan	Daniels, Cassandra A.	12/15/97

Number	System	Priority	Abstract/Title	State	Owner	Originator	Date Needed
1706	LENS	3_Medium	Want a confirmation number after TN reserve	open	Hawkins, Stan	Sample, Rita Marie	2/15/98
1707	LENS	3_Medium	LENS to allow CLECs to select multiple svcs, & display features	open	Alvis, Mykel	Daniels, Cassandra A.	2/15/98
1708	LENS	3_Medium	LENS to advise CLECs of system changes via Release Notes	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
1744	LENS	1_Urgent	Statistical Reports	verify	Johnson, Karen D.	Dougherty, Chuck	10/15/97
1785	LENS	3_Medium	Printing of CSR's	verify	Johnson, Karen D.	Davidson, Jennifer	2/15/98
1803	LENS	3_Medium	LENS to populate data from CSR to LSR	open	Hawkins, Stan	Rand, Pat	2/15/98
1804	LENS	3_Medium	LENS to process requests for changes in directory assistance	open	Hawkins, Stan	Rand, Pat	2/15/98
1853	LENS	1_Urgent	Test Company Code 8001	open	Hawkins, Stan	Smith, Maggie	10/15/97
1859	LENS	3_Medium	Obtain Q Account BNA from BORCIS rather than CLEC Table	open	Hawkins, Stan	Talbert, Jim	2/15/98
1864	LENS	2_High	LENS Firm Order Process Modification	open	Hawkins, Stan	Rand, Pat	12/15/97
1876	LENS	2_High	Consolidate CLEC Profiles of LENS, LEO & LESOG	open	Hawkins, Stan	Rand, Pat	12/15/97
1885	LENS	3_Medium	LSI (Local Service Itemization)	open	Hawkins, Stan	Wilcox, Shirley	2/15/98
1886	LENS	3_Medium	CSR - Plus 55 Pages	open	Hawkins, Stan	Wilcox, Shirley	2/15/98
1985	LENS	1_Urgent	CSR Credit History	working	Johnson, Karen D.	Wilcox, Shirley	10/15/97
1908	LENS	3_Medium	CSR - Expanded TN Number/Miscellaneous Number	working	Johnson, Karen D.	Wilcox, Shirley	2/15/98
1910	LENS	3_Medium	CSR Access Using Circuit Number	working	Johnson, Karen D.	Wilcox, Shirley	2/15/98
1911	LENS	1_Urgent	Eliminate Calling Card/Credit Card Info from CSRs	open	Hawkins, Stan	Wilcox, Shirley	10/15/97
1913	LENS	2_High	Create Database to Track CSR Accesses	open	Hawkins, Stan	Wilcox, Shirley	12/15/97
2108	LENS	2_High	Must modify LENS DB to allow multiple Q-acct #'s	open	Hawkins, Stan	Timms, Arthur	12/15/97
2109	LENS	2_High	Must modify LENS to add logic in select correct Q-acct	open	Hawkins, Stan	Timms, Arthur	12/15/97
2113	LENS	3_Medium	LENS On-line Help	working	Johnson, Wade	Hale, Wanda	2/15/98
2121	LENS	2_High	Add anchors to web pages	open	Hawkins, Stan	Timms, Arthur	12/15/97
2166	LENS	2_High	LENS order feature details not displaying in LEO on act-V.	returned	Hawkins, Stan	Rand, Pat	8/1/97
2184	LENS	3_Medium	LENS must increase quantity of TNs retrieved from 10 to 25	open	Hawkins, Stan	Daniels, Cassandra A.	2/15/98
2185	LENS	1_Urgent	LENS must display information about features w/o USOCs	working	Timms, Arthur	Timms, Arthur	10/15/97
2190	LENS	2_High	LENS must process ALL LEO statuses	working	Johnson, Karen D.	Timms, Arthur	12/15/97
2191	LENS	1_Urgent	LENS must display MemoryCall and RACT access #'s	open	Hawkins, Stan	Timms, Arthur	10/15/97
2223	LENS	2_High	Need a server to store session information	working	Pierce, Ronald	Alvis, Mykel	12/15/97
2226	LENS	2_High	Need to move Navigator code into each ORB.	working	Pierce, Ronald	Alvis, Mykel	12/15/97
2229	LENS	4_Low	Disable NEXT button on View LSR Error page when no more POMs	working	Hoskins, Brian	Dickerson, Mike	4/15/98
2233	LENS	1_Urgent	LENS must add ability for LCSC users to change company code	open	Hawkins, Stan	Timms, Arthur	10/15/97
2234	LENS	1_Urgent	LENS to provide positive ack on pw change	open	Hawkins, Stan	Timms, Arthur	10/15/97
2254	LENS	3_Medium	SOER error - PDN data missing or invalid	open	Hawkins, Stan	Harrison, Elaine	2/15/98
2255	LENS	1_Urgent	TCIF issue 7	open	Hawkins, Stan	Vines, Crystall	10/15/97
2257	LENS	1_Urgent	LENS must add support for supplement types 1, 2, 3	open	Hawkins, Stan	Timms, Arthur	10/15/97
2258	LENS	1_Urgent	Quick Service	working	Johnson, Karen D.	Timms, Arthur	10/15/97
2277	LENS	1_Urgent	Due Date Calculation Process	open	Hawkins, Stan	Timms, Arthur	10/15/97



8/26/97

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## Encore EIO - Active LENS Files - WORKING DRAFT

ITEI LS

Number	System	Priority	Abstract/Title	State	Owner	Originator	Date Needed
2260	LENS	1_Urgent	Response time issues	open	Hawkins, Stan	Timms, Arthur	10/15/97
2273	LENS	1_Urgent	Rejects/Fatal Edits	open	Green, Amy	Timms, Arthur	10/15/97
2274	LENS	1_Urgent	Rejects/Clarification	open	Hawkins, Stan	Timms, Arthur	10/15/97
2279	LENS	1_Urgent	Change Designer Listings	open	Hawkins, Stan	Timms, Arthur	10/15/97
2291	LENS	1_Urgent	State-specific testing - South Carolina	open	Hawkins, Stan	Talbert, Jim	10/15/97
2292	LENS	1_Urgent	State-specific testing - Louisiana	open	Hawkins, Stan	Talbert, Jim	10/15/97
2293	LENS	1_Urgent	State-specific testing - Kentucky	open	Hawkins, Stan	Talbert, Jim	10/15/97
2294	LENS	1_Urgent	State-specific testing - Florida	open	Hawkins, Stan	Talbert, Jim	10/15/97
2295	LENS	1_Urgent	State-specific testing - Georgia	open	Hawkins, Stan	Talbert, Jim	10/15/97
2296	LENS	1_Urgent	State-specific testing - North Carolina	open	Hawkins, Stan	Talbert, Jim	10/15/97
2297	LENS	1_Urgent	State-specific testing - Alabama	open	Hawkins, Stan	Talbert, Jim	10/15/97
2298	LENS	1_Urgent	State-specific testing - Mississippi	open	Hawkins, Stan	Talbert, Jim	10/15/97
2299	LENS	1_Urgent	State-specific testing - Tennessee	open	Hawkins, Stan	Talbert, Jim	10/15/97
2432	LENS	5_Cosmetic	IC-REF to LENS Platform	open	Hawkins, Stan	Spradlin, Richard C.	4/15/98
2488	LENS	2_High	Change usage of TE field to optional	open	Hawkins, Stan	Johnson, Karen D.	12/15/97
2489	LENS	4_Low	Change usage of IMPCON and IMPCON TEL to required.	open	Hawkins, Stan	Johnson, Karen D.	4/15/98
2490	LENS	4_Low	Change address valid. screen to display working/nonworking TNS.	open	Hawkins, Stan	Johnson, Karen D.	4/15/98
2491	LENS	3_Medium	Modify View Order Status Option in display HC.	open	Hawkins, Stan	Johnson, Karen D.	2/15/98
2492	LENS	2_High	Modify user profile to associate multiple company codes	open	Hawkins, Stan	Johnson, Karen D.	12/15/97

10/15/97

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HOPPING GREEN SAMS SMITH PC + 2025736065

NO. 721

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